

**REQUEST FOR INFORMATION  
BY THE  
STATE OF TENNESSEE  
DEPARTMENT OF FINANCE AND ADMINISTRATION**

**RFI NUMBER: 317.05-087**

**A. STATEMENT OF INTENT**

The State of Tennessee, Department of Finance and Administration (State) issues this Request for Information (RFI) for the purpose of soliciting information from the vendor community to obtain a better understanding of available check verification processes and services offered, to include check guarantee services. This will enable the State to improve any future Request for Proposals (RFP) developed for such services.

Entities submitting a response to this RFI should be aware that the results of the request will be public information and that no claims of confidentiality will be honored. This request is strictly a mechanism for gathering information and will not constitute a procurement process. If no response is received, this will not prevent your company from participating in any future RFP.

**B. BACKGROUND**

The State of Tennessee will be implementing a check verification process for those state agencies which may collect both commercial and non-commercial payments in the form of a check.

The State of Tennessee has a multi-layered organizational structure, therefore the receipt, deposit, and processing of checks received involves several different agencies. Checks are received by lockbox, mail, and point of sale transactions. The state agencies are spread across the state in several different cities and locations which have varying levels of technological support. Checks are deposited in as many as 70 different local banks which are reconciled centrally by the Tennessee Treasury Department.

A new accounting system is currently being implemented and will be used by the state agencies. The current accounting system is a legacy mainframe system, and the new web-based software (Oracle PeopleSoft) has been the choice of replacement. Any check verification services provided will need to be compatible with the System Innovators iNovah cash management software which will also be implemented with the PeopleSoft system. The iNovah software will have a web-based interface in which it will be used both online and offline.

**C. REQUIRED INFORMATION**

The State requests the following information from all interested parties.

**1. Detailed information on account setup, services, and administration:**

- a. What types of check verification services does your company provide?
- b. What are the sources of data utilized to verify checks are valid for processing?
- c. What information is needed in order to set up the account, and once the account is established what forms of customer services are available?
- d. Please provide your implementation process and an estimated time to complete the implementation. Would a client service representative be provided for technical assistance during the implementation and how long would that service or person be available after implementation for further questions or technical problem resolution?

- e. Would on site training be available, and a customer service line established for any ongoing questions or concerns?

**2. System information for integration of the check verification services:**

- a. What form of transmission would be used to transfer data through the integrated software/systems?
- b. Please provide specific file formats which may be required for transmission of the available exchanges, for example batch files.
- c. How is the data secured when transmitted via the accepted interfacing or transmission?
- d. Please provide information specific to the compatibility to the iNovah software the State has chosen for the cash management system.
- e. How is the approved/rejected check data returned?
- f. What forms and levels of reporting will be available? The State requires reports from a statewide (corporate) level as well as the state agency and location levels.
- g. Please provide information on how the check verification services your company provides would integrate with Check 21 deposit processes.
- h. Describe the levels and methods of security for large multi-level organizations like the State.
- i. What technical information would be helpful for the State to provide when we issue a Request for Proposals?

**3. Other information:**

- a. Please provide a description of the fee structure generally used for check verification services. Important Note: Please provide only a description of the fee structure, and not actual fees and costs themselves. When the State develops the RFP for check verification services it will require a specific payment methodology to enable a reliable comparison of all the proposed costs. Also, fee structure information will help ensure all applicable costs and fees are addressed in the RFP.
- b. Describe any additional information that the State should include in the RFP for obtaining check verification services from your company.
- c. How should the State best communicate software compatibility issues in the RFP?
- d. What volume and transaction information would need to be provided by the State?
- e. Please indicate whether or not your company would be interested in providing an on-site demonstration of its check verification services at a time and site to be determined. Demonstration time will be limited to 2 hours for each company.
- f. Please indicate whether or not your company would like to receive a RFP or RFP notice if one is issued for these services.
- g. Please provide any additional information that you would like to include about your solution.

- h. Please provide the following:
- company/vendor name
  - name and title of a contact person
  - e-mail address of the contact person
  - telephone number of the contact person

#### **D. INSTRUCTIONS FOR RESPONDING**

##### **1. Submission:**

Submit your response to this Request for Information to the State as ONE electronic document file in PDF format (read-only) via e-mail to [Rhonda.Hicks@state.tn.us](mailto:Rhonda.Hicks@state.tn.us).

All responses submitted in response to this RFI become property of the State of Tennessee. The responses shall be open for review by the public in accordance with Tennessee Code Annotated, Section 10-7-504(a) (7). By submitting a response, the respondent acknowledges and accepts that the full contents of the response and associated documents shall become open to public information.

No vendor will be selected, pre-qualified, or exempted based on their participation in this RFI. The State is not liable for any costs incurred by vendors in developing responses for this RFI. No party is bound by the information provided in response to this RFI. Furthermore, there is no guarantee that a procurement will ever take place as a result of this RFI.

##### **2. Response Schedule:**

Below is the schedule of events related to this RFI:

October 31, 2007	State issues RFI
November 30, 2007	Vendor responses due
December 17, 2007	Announcement of on-site demonstration schedule, if applicable – Vendors indicating an interest will be contacted if the State decides to conduct on-site demonstrations.
	Notice of the upcoming demonstration opportunity will also be posted on the following website: <a href="http://www.state.tn.us/finance/act/rfps.html">http://www.state.tn.us/finance/act/rfps.html</a>
March 2008	Tentative date for RFP issuance

##### **3. Document Reference:**

Please clearly label your response to this request with **Request for Information # 317.05-087**.

##### **4. Response Date:**

Please respond by 4:30 PM central time on November 30, 2007.

The State must receive all RFI responses in PDF format submitted via e-mail to [Rhonda.Hicks@state.tn.us](mailto:Rhonda.Hicks@state.tn.us) no later than time and date detailed above.

##### **5. Contact:**

Vendors should contact the Department of Finance & Administration with any questions regarding this RFI. Rhonda Hicks will be the main point of contact at:

[Rhonda.Hicks@state.tn.us](mailto:Rhonda.Hicks@state.tn.us)